

Modern DCPDS Client Load Troubleshooting Guide

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CONTENTS

Attaining the MDCPDS Client Load....	3
Successful Connectivity	4
Improper Patch Level	5
APP-01516 Error Message.....	6

Attaining the MDCPDS Client Load

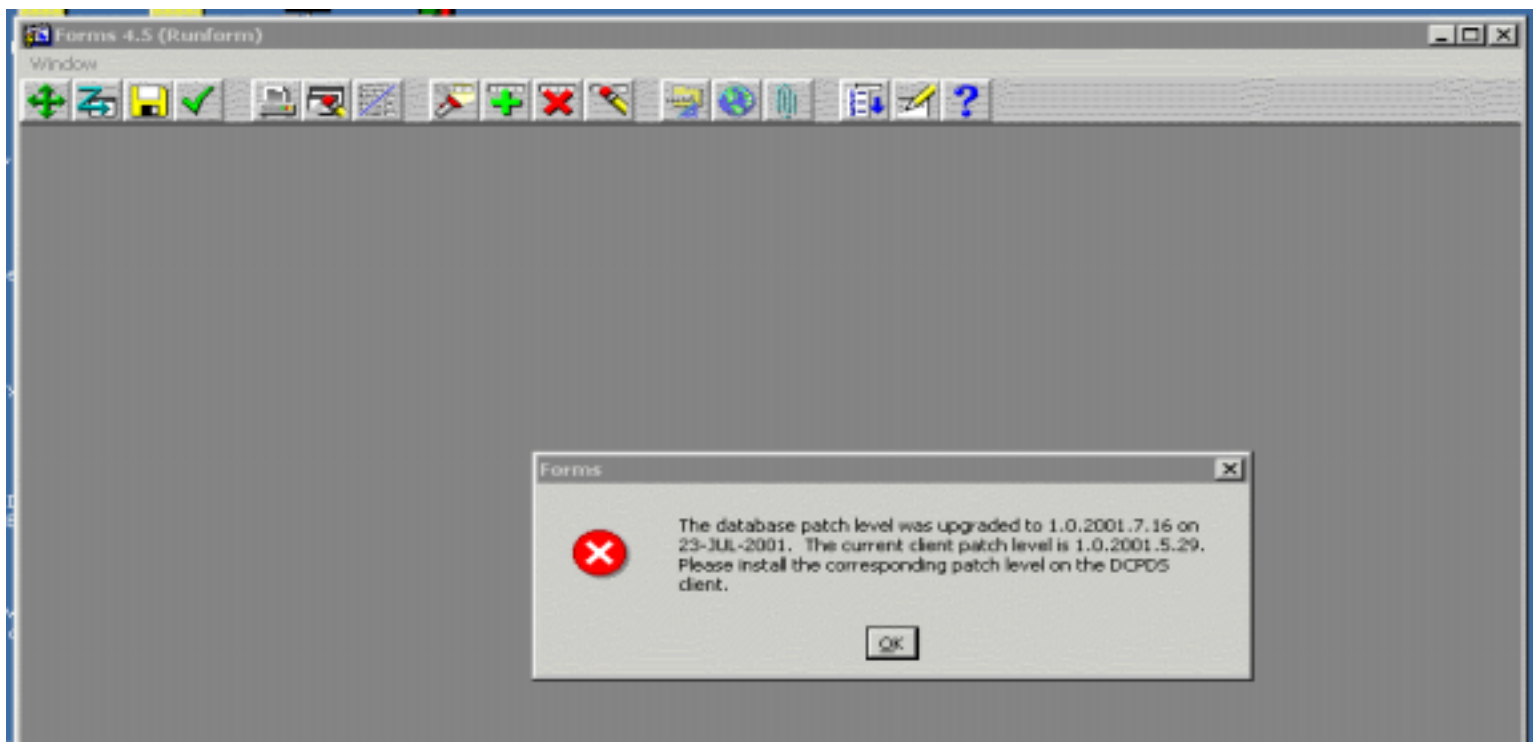
To obtain the instructions for downloads, installs and patches go to: www.hropensacola.navy.mil

Successful Client Load Connectivity Screen



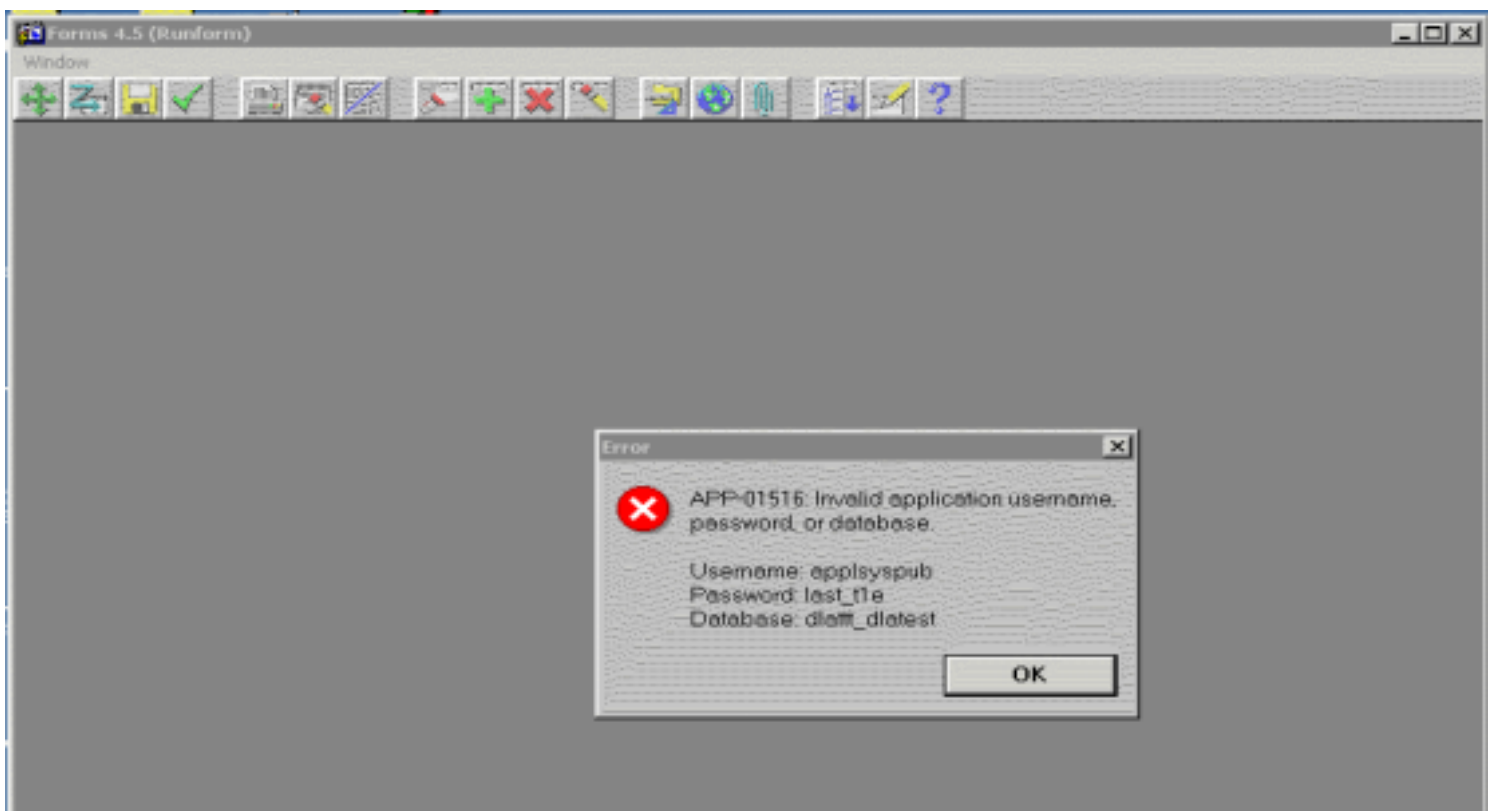
If you see this screen you have successfully loaded the MDCPDS client and tnsnames.ora file.

Improper Patch Level Screen



This screen indicates the client load is out of sync with the patch load on the server. The most current client patch will be available on the www.hropensacola.navy.mil web site listed on page 3. If you have not loaded the most current version download it from the hro pensacola web site and load it.

APP-01516 Error Message



This error is the most common you will see. Here are some possible reasons and some corrective actions to help resolve the problem:

1. **Incorrect tnsnames.ora file.** Check the tnsnames.ora file to make sure the entries are correct. If not correct or missing add them and try again.
2. **TNSPING Utility.** Use the tnsping utility in the orawin\bin directory to test the connectivity to the database. If you get anything but an OK and have done step 1 above, check your firewall and network connectivity.
3. **Incorrect Target line on shortcut tab for ICON properties.** Right click on the ICON, select properties, shortcut tab and verify the target entry for the production copy of Modern it should read:
(c:\ORAWIN\BIN\AIAP45.EXE fndscsgn
applsyspub/last_t1me@dla FNDNAM=apps). If it reads anything else, change it and try again.

4. Missing DLL & Incorrect Oracle.ini File Entry

Check the \orawin\oracle.ini file TCP_VENDOR entry. It should read TCP_VENDOR=WINSOCK. Then check to \orawin\bin directory and make sure MSOCKLIB.DLL and MWINSOCK.DLL are there. If they are not they can be found in the Modern Base zip file under:
Modern\install\COMMON\SQLNET\NET\TCP23 directory,
just copy them into the \orawin\bin directory.

- 5. Firewall ports not open.** Check with your firewall administrator. Have them check the log to see if your ip address is going out of the firewall. Port 1601 must be open.
- 6. Network connectivity problems.** If you are having trouble getting to other sites or the internet, check with your network staff to see if there is a network problem.
- 7. The system /database could be unavailable.** Check to see if other people at your site are getting to the system, if not and there is no network problem the system may be down.